

Questions and Answers for Consumers



Who must license as a weighmaster?

A person who, for hire or otherwise, weighs, measures, or counts any product and issues a statement or memorandum of the weight, measure, or count that is used as the basis for either the purchase or sale of that product or charge for service.



What is a weighmaster certificate?

A weighmaster certificate is a negotiable document that binds the buyer and seller. It serves as a contractual agreement between the involved parties for payment of goods sold or purchased on the basis of weight, measure or count.



Can the vehicle be weighed with people in it?

As a general rule, the answer is “no”; however, there are a few exceptions.



How often do Weights and Measures Officials inspect commercial scales?

Usually once a year. You may contact your individual County Weights and Measures office for their schedule.



When I purchase a product that needs to be weighed, how do I know if the scale used by the vendor is accurate?

Any weighing, measuring or counting instrument used by a weighmaster, for which tolerances and specifications have been adopted shall be approved, tested, and sealed in accordance with the Division of Measurement Standards.



How does the Weighmaster Enforcement Program verify that weighmasters are issuing accurate certificates?

The program investigators audit weighmaster records. They also do undercover buying and selling of products that are weighed or measured by weighmasters.



What kind of products are weighed or measured by a weighmaster?

Everything from bulk agricultural products to rock, sand, gravel, cement and landscaping products. Also scrap metal, fish from commercial fishing boats, timber, and household goods.



Why is the Weighmaster Enforcement Program important to the consumer?

The Program works to make sure that the weights or measures of bulk products purchased by consumers and sold by businesses are accurate. Over 78 billion dollars worth of products or services is changing hands annually based on the weights or measures found on weighmaster certificates.



How do I file a complaint if I think I have been overcharged due to inaccurate scales?

Contact your local county Department of Weights and Measures or file a complaint form with the Division of Measurement Standards using the [Complaint Form](#) at this website.